



MassHealth Enrollment Guide

Your Choices Starting JULY 2021



LEARN
about health plans

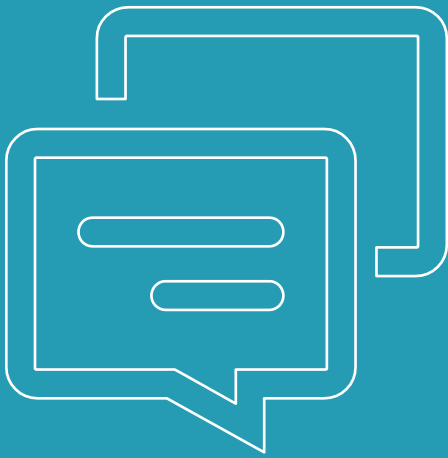


COMPARE
health plans



ENROLL
in a health plan





We are here to help

We speak your language

If you need an interpreter or translation help, please call the MassHealth Customer Service Center.

Questions?

www.mass.gov/masshealth

**MassHealth Customer Service Center
(800) 841-2900**

TTY: (800) 497-4648 for people who are deaf, hard of hearing, or speech disabled.

Monday–Friday
8:00 a.m.–5:00 p.m.





Hello and welcome

MassHealth is the Medicaid program in Massachusetts. We have health plans to choose from so you can get the health care you need. Please read this guide to learn about the plans and choose the one that's best for you.

This guide will help you...



Learn

Learn about the health plans available in your area and how to choose a provider.



Compare

Compare health plans in your area and choose the one that's right for you.



Enroll

Enroll in a health plan or change to a different health plan.

Let's enroll in a health plan.



Is this guide for you?

Certain members in the MassHealth program will need to enroll in a health plan. Use this guide if you

- Are under 65
- Do not have other insurance (*including Medicare*)
- Live in the community (*for example, not in a nursing facility*), and
- Are in MassHealth Standard, CommonHealth, CarePlus, or Family Assistance. For information about MassHealth coverage, visit www.mass.gov/masshealth.

Members described below are not eligible for the health plan options described in this guide. For information about MassHealth coverage, visit www.mass.gov/masshealth.

Do not use this guide if you

- Are over 65
- Have other insurance (*including Medicare*)
- Do not reside in the community (*for example, members who reside in a nursing facility*)
- Are enrolled in Senior Care Options (SCO), Program of All-Inclusive Care for the Elderly (PACE), or One Care
- Are a member who is eligible solely for
 - » *MassHealth Limited*
 - » *Children's Medical Security Plan (CMSP), or*
 - » *Health Safety Net (HSN)*

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Learn About Health Plan Options

Accountable Care Organizations (ACOs)

ACOs are groups of doctors, hospitals, and other health care providers who come together to give coordinated, high-quality care to MassHealth members. This way, MassHealth members get the right care at the right time. When an ACO succeeds in delivering high-quality care and spending health care dollars wisely, MassHealth will reward the ACO.

There are two types of ACOs you can enroll in: **Accountable Care Partnership Plans** or **Primary Care ACOs**. In both, ACOs are led by providers, not just administrators. **Primary Care Providers (PCPs)** are at the center of the care network. Providers work with you directly and know your needs, and they will have a much bigger part in working with you to make decisions about care in an ACO than in other types of health plans.

On the following pages, we describe the two different types of ACOs as well as managed care organizations (MCOs) and the Primary Care Clinician (PCC) Plan. You can choose any of the options available in your service area.

Accountable Care Partnership Plans

In this type of ACO, a group of PCPs work with just one managed care organization to create a full **network** that includes PCPs, specialists, behavioral health providers, and hospitals. PCPs plan and coordinate care to meet your health care needs.

In this kind of health plan, you

- Must live in the service areas covered by the ACO
- Must use the plan's network of providers
- Choose a PCP in the ACO, or one will be assigned to you
- Can change your PCP at any time within the ACO
- May get the services of a behavioral health or long-term services and supports (LTSS) **Community Partner** (see page 4)
- Will have a **Plan Selection Period** and a **Fixed Enrollment Period** every year



Key Term

Primary Care Provider (PCP)

A health care provider you choose to give you routine care and refer you to a specialist when necessary.

(See page 4 for more information.)

Primary Care ACOs

In this type of ACO, a group of PCPs have joined together into an ACO to be responsible for your care. The ACO contracts directly with MassHealth to provide primary care and coordinate the full range of services for its enrollees. Primary Care ACOs work with the MassHealth network of specialists and hospitals and may have certain providers in their “referral circle.” This circle gives you direct access to other providers. The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services.

In this kind of plan, you

- Choose a PCP in the ACO, or one will be assigned to you
- Can change your PCP at any time within the ACO
- May get the services of a behavioral health or long-term services and supports (LTSS) Community Partner (*see page 4*)
- Will have a Plan Selection Period and a Fixed Enrollment Period every year

Managed Care Organizations (MCOs)

MCOs are health plans run by insurance companies that provide care through their own provider network which includes PCPs, specialists, behavioral health providers, and hospitals. Care coordinators are employed by the MCO.

Please note: PCPs who are part of an ACO will not be available as PCPs in MCO plans.

In this kind of plan, you

- Must live in the service areas covered by the MCO
- Must use the MCO network of providers
- Choose a PCP in the MCO, or one will be assigned to you
- Can change your PCP at any time within the MCO
- May get the services of a behavioral health or long-term services and supports (LTSS) Community Partner (*see page 4*)
- Will have a Plan Selection Period and a Fixed Enrollment Period every year



Key Terms

Network

A group of doctors, hospitals, and other health care providers that a health plan contracts with to provide medical care to you.

Community Partners

Community Partners are community-based experts that can work with you and your health plan to get and arrange behavioral health and LTSS services.

(*See page 4 for more information.*)

Plan Selection Period

The time of year when you CAN change your health plan.

(*See page 31 for more information.*)

Fixed Enrollment Period

The time of year when you CANNOT change your health plan, except for certain reasons.

(*See page 31 for more information.*)



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MORE INFORMATION

Primary Care Clinician (PCC) Plan

In the PCC Plan, primary care providers are called primary care clinicians (PCCs). The MassHealth network of PCCs, specialists, and hospitals delivers services. The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services.

Please note: PCPs who are part of an ACO will not be available as PCCs in the PCC Plan.

In the PCC Plan, you

- Choose a PCC from the MassHealth list, or one will be assigned to you
- Can change your PCC at any time
- Can change from the PCC Plan to an ACO or MCO at any time

Please note that Community Partners are not generally available in the PCC Plan, and care may not be as coordinated as it is in the ACO or MCO plans.

Community Partners

Community Partners are local organizations that help certain MassHealth members with behavioral health (BH) and long-term services and supports (LTSS) needs.

You may be eligible to get help from a Community Partner if you are enrolled in

- an Accountable Care Organization (ACO),
- a Managed Care Organization (MCO), or
- the Department of Mental Health's Adult Community Clinical Services (ACCS) program.

Note: If you are transitioning out of the ACCS program, you may receive help from the Community Partners program.

A Community Partner helps you make a plan and works with your Primary Care Provider (PCP) and other providers to meet your needs. To learn more about the program, visit www.mass.gov/guides/masshealth-community-partners-cp-program-information-for-providers.



Choosing a Primary Care Provider

It is important to choose a primary care provider (PCP) for you or your family.

Your PCP helps you get the care you need. PCPs provide a wide range of health care services, such as

- Yearly checkups
- Vaccinations
- Sick visits
- Health screenings

Getting to Know Your PCP

Your PCP gets to know you and your health history, habits, and goals. Your PCP

- Provides treatment
- Helps you manage health issues like asthma, obesity, diabetes, and high blood pressure
- Refers you to a specialist when needed

Changing Your PCP

You can change from one PCP to another within your health plan at any time and for any reason.

ACOs and MCOs

To change your PCP, call your health plan's customer service department. Their phone number is on the back of your health plan's member ID card.

PCC Plan

If you are a PCC Plan member and you would like to change your PCP, call us at **(800) 841-2900** (TTY: (800) 497-4648).



Which Providers Can You See?

Your choice of PCP and the network of providers you can see depends on which health plan you choose. Below is a description of the providers you can see based on your health plan choices. PCPs that are in the networks of ACOs (*Accountable Care Partnership Plans* and *Primary Care ACOs*) are generally not available in MCOs or in the PCC Plan. These PCPs are generally only available in their ACOs.



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MORE INFORMATION

Accountable Care Partnership Plans

- PCPs**
You have to choose a PCP within the Accountable Care Partnership Plan’s network.
- Medical Services and Behavioral Health Services**
You will receive medical AND behavioral health services from providers in the Accountable Care Partnership Plan’s network.

There are 13 ACO Partnership Plans. See pages 7-23.

Managed Care Organizations

- PCPs**
You have to choose a PCP within the MCO’s network.
- Medical Services and Behavioral Health Services**
You will receive medical AND behavioral health services from providers in the MCO’s network.

There are 2 MCO Plans. See pages 27-28.

Primary Care ACOs

- PCPs**
You have to choose a PCP within the Primary Care ACO’s network.
- Medical Services**
You will receive medical services from providers in the MassHealth network.
- Behavioral Health Services**
You will receive your behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP) network.

There are 3 Primary Care ACO Plans. See pages 24-26.

Primary Care Clinician Plan

- PCPs**
You have to choose a PCP within the PCC Plan network.
- Medical Services**
You will receive medical services from providers in the MassHealth network.
- Behavioral Health Services**
You will receive your behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP) network.

There is 1 Primary Care Clinician Plan. See page 29.



Compare Health Plans

Compare Available Health Plans

There are many health plan options to choose from. Each health plan has a different list of doctors, behavioral health providers, and hospitals. The following pages provide a summary of each of the health plans available to help you choose the one that is right for you.

Go online to www.MassHealthChoices.com to use our tool to search for providers and to compare plans.

Finding a Health Plan in Your Service Area

Each of the health plans covers a set of service areas. You may choose a health plan only if it is available in your service area.

Service areas are regional groups of cities and towns where a health plan accepts members. When you select a plan in your service area, you will use providers within your plan's network.

Compare Online

Choosing a plan and a primary care provider is simple when you use our online tool.

www.MassHealthChoices.com allows you to search a complete list of primary care providers and compare health plans side by side based on what is important to you or your family.

At www.MassHealthChoices.com you can use the *Learn*, *Compare*, and *Enroll* tabs to



Learn about important MassHealth information.



Compare

- Health plan options in your area
- Primary care providers that participate in your health plan options



Enroll in the plan that best meets your needs

Visit www.MassHealthChoices.com today!



Find your service area...Find your health plan.

To find your service area, go to page 36. Find the town you live in and use its service area to find the health plans available to you on the following pages.

Remember, you can only choose a health plan in your service area.

If the health plan that you need is not available in your area, you may be able to submit a request for a Service Area Exception. For more information, please visit www.masshealthchoices.com/learn/changing-your-health-plan on the MassHealth Choices website or call MassHealth Customer Service at (800) 841-2900.



Accountable Care Partnership Plan

- **My Care Family**



Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call (844) 451-3519.

My Care Family

Merrimack Valley ACO in partnership with Allways Health Partners



SERVICE AREAS

Haverhill
Lawrence
Lowell

Find your town and its service area on page 36.



My Care Family surrounds you with a family of culturally sensitive, high-quality community providers you know and trust. Conveniently located, Greater Lawrence Family Health Center and Lawrence General Hospital have partnered with Allways Health Partners and local social and health service organizations to offer a new MassHealth plan to better meet all your health care and well-being needs.

Special Programs and Extra Benefits

- Online supports
- Childbirth & parenting programs
- Child care & safety product discounts
- Pharmacy discounts
- Over-the-counter drug coverage
- Fitness membership reimbursement
- Tobacco cessation program
- Access 90 prescriptions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.mycarefamily.org

Customer Service: (800) 462-5449

Behavioral Health: (844) 451-3519



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MORE INFORMATION

Accountable Care Partnership Plans



Hospitals

Allways Health Partner's Accountable Care Partnership Plan includes the following hospitals in its network:

My Care Family

Hospital Name	City
Addison Gilbert Hospital (Lahey Health)	Gloucester
Anna Jaques Hospital	Newburyport
Beverly Hospital (Lahey Health)	Beverly
BI Deaconess Medical Center	Boston
BI Deaconess-Milton	Milton
BI Deaconess-Needham	Needham
BI Deaconess-Plymouth	Plymouth
*Boston Children's Hospital	Boston
Boston Medical Center	Boston
Brigham and Women's Hospital (Mass General Brigham)	Boston
Cambridge Hospital (CHA)	Cambridge
Carney Hospital (Steward)	Dorchester
*Dana-Farber Cancer Institute	Boston
Emerson Hospital	Concord
Everett Hospital (CHA)	Everett
Faulkner Hospital (Mass General Brigham)	Jamaica Plain
Good Samaritan Medical Center (Steward)	Brockton
Holy Family Hospital (Steward)	Haverhill
Holy Family Hospital Methuen (Steward)	Methuen
Lahey Hospital and Medical Center	Burlington
Lahey Medical Center-Peabody	Peabody
Lawrence General Hospital	Lawrence

Hospital Name	City
Lawrence Memorial Hospital of Medford (MelroseWakefield Healthcare)	Medford
Lowell General Hospital Main Campus	Lowell
Lowell General Hospital Saints Campus	Lowell
Martha's Vineyard Hospital (Mass General Brigham)	Oak Bluffs
Mass. Eye and Ear Infirmary	Boston
Mass. General Hospital (Mass General Brigham)	Boston
MelroseWakefield Hospital (MelroseWakefield Healthcare)	Melrose
Morton Hospital (Steward)	Taunton
Nantucket Cottage Hospital (Mass General Brigham)	Nantucket
Nashoba Valley Medical Center (Steward)	Ayer
New England Baptist	Roxbury Crossing
Newton-Wellesley Hospital (Mass General Brigham)	Newton
Norwood Hospital (Steward)	Norwood
Salem Hospital (NSMC/Mass General Brigham)	Salem
Somerville Hospital (CHA)	Somerville
Saint Anne's Hospital (Steward)	Fall River
St. Elizabeth's Medical Center (Steward)	Brighton
Tufts Medical Center	Boston
Winchester Hospital (Lahey Health)	Winchester

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.

*Please call the health plan about availability.



Accountable Care Partnership Plans

- **BMC HealthNet Plan Community Alliance** (page 9)
- **BMC HealthNet Plan Mercy Alliance** (page 10)
- **BMC HealthNet Plan Signature Alliance** (page 10)
- **BMC HealthNet Plan Southcoast Alliance** (page 11)

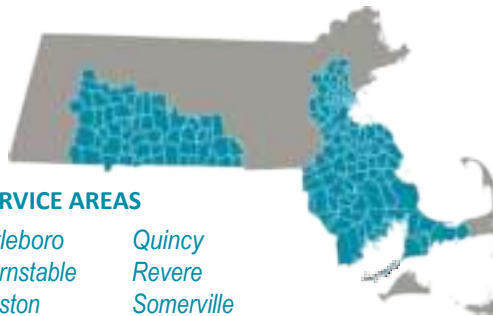


Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call (888) 217-3501.

BMC HealthNet Plan Community Alliance

Boston Accountable Care Organization
in partnership with BMC HealthNet Plan



SERVICE AREAS

Attleboro	Quincy
Barnstable	Revere
Boston	Somerville
Brockton	Southbridge
Fall River	Springfield
Falmouth	Taunton
Holyoke	Waltham
Malden	Wareham
New Bedford	Westfield
Northampton	Woburn
Plymouth	



Find your town and its service area on page 36.

BMC HealthNet Plan is partnering with Boston Medical Center, community health centers, and other providers throughout Boston, southeast, and western MA to provide high-quality health care to local communities. We work together to understand your health goals so that we can give you the right care at the right time.

Special Programs and Extra Benefits

- | | |
|---------------------------------------|----------------------------|
| ■ Healthy cooking & nutrition classes | ■ Free dental kits |
| ■ Fruit and vegetable vouchers | ■ Mobile ID card |
| ■ Free car seats & booster seats | ■ Fitness reimbursements |
| ■ Free kids' bike helmets | ■ Pregnancy programs |
| | ■ Mail order prescriptions |

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.bmchp.org/community

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501



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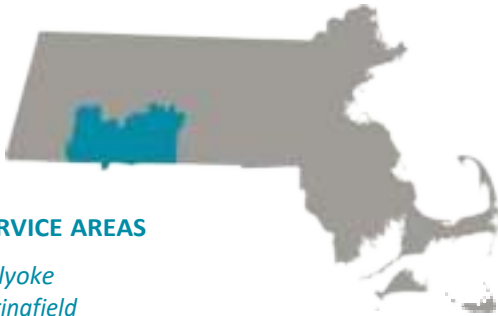


MORE INFORMATION

Accountable Care Partnership Plans

BMC HealthNet Plan Mercy Alliance

Mercy Medical Center *in partnership with*
BMC HealthNet Plan



SERVICE AREAS

Holyoke
Springfield
Westfield

**Find your town and its
service area on page 36.**



BMC HealthNet Plan is teaming up with Mercy Medical Center to help make Springfield healthier. We do this by talking more, planning better, and including you in the conversation. When it comes to your health, we work together for a reason.

Special Programs and Extra Benefits

- Weight management programs
- Mobile health screening van
- Fruit & vegetable vouchers
- Free car seats & booster seats
- Free kids' bike helmets
- Mobile ID card
- Fitness reimbursements
- Pregnancy programs
- Mail order prescriptions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

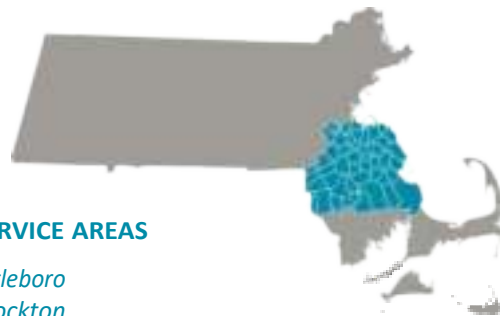
www.bmchp.org/mercy

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501

BMC HealthNet Plan Signature Alliance

Signature Healthcare *in partnership with*
BMC HealthNet Plan



SERVICE AREAS

Attleboro
Brockton
Plymouth
Quincy
Taunton

**Find your town and its
service area on page 36.**



BMC HealthNet Plan is partnering with Signature Healthcare to help make our community healthier. We do this through regular communication, smarter planning, and including you in the conversation. Because working together benefits you, our patient.

Special Programs and Extra Benefits

- Parenting & family classes
- Free Zumba & yoga classes
- Nutrition education & fresh produce vouchers
- Free car seats & booster seats
- Fitness reimbursements
- Free kids' bike helmets
- Free dental kits
- Pregnancy programs
- Mail order prescriptions
- Mobile ID card

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.bmchp.org/signature

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501

Accountable Care Partnership Plans



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MORE INFORMATION

BMC HealthNet Plan Southcoast Alliance

Southcoast Health *in partnership with*
BMC HealthNet Plan



SERVICE AREAS

Attleboro
Fall River
Falmouth
New Bedford
Plymouth
Taunton
Wareham

**Find your town and its
service area on page 36.**



In our fresh approach to health care, you take center stage. BMC HealthNet Plan helps you get the right care at the right time—we listen more, plan better, and include you every step of the way. Because working together for your health just makes sense.

Special Programs and Extra Benefits

- Access to our Baby Café
- Mobile health screening van
- Walking programs & yoga classes
- Nutrition education
- Fruit & vegetable vouchers
- Free car seats & booster seats
- Fitness reimbursements
- Pregnancy programs
- Mail order prescriptions
- Mobile ID card

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.bmchp.org/southcoast
Customer Service: **(888) 566-0010**
Behavioral Health: **(888) 217-3501**



Hospitals

All BMC HealthNet Plans's Accountable Care Partnership Plans and the BMC HealthNet Plan include the following hospitals in their network:

BMC HealthNet Plans (All Plans)

Hospital Name	City
Addison Gilbert Hospital (Lahey Health)	Gloucester
Anna Jaques Hospital	Newburyport
Athol Hospital (Heywood Healthcare)	Athol
Baystate Medical Center	Springfield
Baystate Wing Hospital	Palmer
Berkshire Medical Center	Pittsfield
Beverly Hospital (Lahey Health)	Beverly
BI Deaconess Medical Center	Boston
BI Deaconess-Milton	Milton
BI Deaconess-Needham	Needham
BI Deaconess-Plymouth	Plymouth
Boston Children's Hospital (Not available in BMC Mercy or BMC Signature Plans)	Boston
Boston Medical Center	Boston
**Brigham and Women's Hospital (Mass General Brigham)	Boston
Brockton Hospital (Signature Healthcare)	Brockton
Cambridge Hospital (CHA)	Cambridge
Cape Cod Hospital	Hyannis
Carney Hospital (Steward)	Dorchester
Charlton Hospital (Southcoast)	Fall River
Clinton Hospital (UMass Memorial HealthAlliance)	Clinton

Accountable Care Partnership Plans

Hospital Name	City
Cooley Dickinson Health Care (Mass General Brigham)	Northampton
*Dana-Farber Cancer Institute	Boston
Emerson Hospital	Concord
Everett Hospital (CHA)	Everett
Fairview Hospital (Berkshire Health Systems)	Great Barrington
Falmouth Hospital (Cape Cod Healthcare)	Falmouth
**Faulkner Hospital (Mass General Brigham)	Jamaica Plain
Framingham Union Hospital (Metrowest Medical Center)	Framingham
Franklin Medical Center (Baystate Health)	Greenfield
Good Samaritan Medical Center (Steward)	Brockton
Harrington Hospital	Southbridge
Health Alliance Hospital (UMass Memorial)	Leominster
Heywood Hospital	Gardner
Holy Family Hospital (Steward)	Haverhill
Holy Family Hospital Methuen (Steward)	Methuen
Holyoke Medical Center	Holyoke
Lahey Hospital and Medical Center	Burlington
Lahey Medical Center-Peabody	Peabody
Lawrence General Hospital	Lawrence
Lawrence Memorial Hospital of Medford (MelroseWakefield Healthcare)	Medford
Leonard Morse Hospital (MetroWest Medical Center)	Natick
Lowell General Hospital Main Campus	Lowell

Hospital Name	City
Lowell General Hospital Saints Campus	Lowell
Marlborough Hospital (UMass Memorial)	Marlboro
**Martha's Vineyard Hospital (Mass General Brigham)	Oak Bluffs
Mass. Eye and Ear Infirmary	Boston
**Mass. General Hospital (Mass General Brigham)	Boston
MelroseWakefield Hospital (MelroseWakefield Healthcare)	Melrose
Mercy Medical Center	Springfield
Milford-Whitinsville Hospital	Milford
Miriam Hospital	Providence, RI
Morton Hospital (Steward)	Taunton
Mt. Auburn Hospital	Cambridge
**Nantucket Cottage Hospital (Mass General Brigham)	Nantucket
Nashoba Valley Medical Center (Steward)	Ayer
**Newton-Wellesley Hospital (Mass General Brigham)	Newton
Noble Hospital (Baystate)	Westfield
Norwood Hospital (Steward)	Norwood
Rhode Island Hospital	Providence, RI
Salem Hospital (NSMC/Mass General Brigham)	Salem
Shriners Hospital for Children-Boston	Boston
Shriners Hospital for Children-Springfield	Springfield
Somerville Hospital (CHA)	Somerville
South Shore Hospital	South Weymouth
Southern NH Medical Center	Nashua, NH
Saint Anne's Hospital (Steward)	Fall River

Accountable Care Partnership Plans

Hospital Name	City
St. Elizabeth's Medical Center (Steward)	Brighton
St. Luke's Hospital (Southcoast)	New Bedford
Saint Vincent Hospital	Worcester
Sturdy Memorial Hospital	Attleboro
Tobey Hospital (Southcoast)	Wareham
Tufts Medical Center	Boston
UMass Memorial Medical Center Memorial Campus	Worcester
UMass Memorial Medical Center University Campus	Worcester
Winchester Hospital (Lahey Health)	Winchester

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.

**Please call the health plan about availability.*

***Please call BMC HealthNet Plan Mercy Alliance, BMC HealthNet Plan Signature Alliance, and BMC HealthNet Plan Southcoast Alliance about availability.*



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MORE INFORMATION

Accountable Care Partnership Plans



Accountable Care Partnership Plans

- **Berkshire Fallon Health Collaborative** (page 14)
- **Fallon 365 Care** (page 15)
- **Wellforce Care Plan** (page 15)



Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call

- (888) 877-7184
(Berkshire Fallon Health Collaborative)
- (888) 877-7182
(Fallon 365 Care)
- (888) 877-7183
(Wellforce Care Plan)

Berkshire Fallon Health Collaborative

Health Collaborative of the Berkshires
in partnership with Fallon Health



SERVICE AREAS

Adams
Pittsfield

Find your town and its service area on page 36.



The Berkshire Fallon Health Collaborative (BFHC) is a partnership between Fallon Health, Berkshire Health Systems and Community Health Programs. BFHC is committed to providing our members with the right care at the right time, in the right place.

Special Programs and Extra Benefits

- Quit to Win—quit smoking program
- Oh Baby—baby wellness
- Pharmacy discount
- Healthwise Knowledgebase—health encyclopedia
- Mobile ID card

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.fallonhealth.org/Berkshires

Customer Service: (855) 203-4660

Behavioral Health: (888) 877-7184

Accountable Care Partnership Plans



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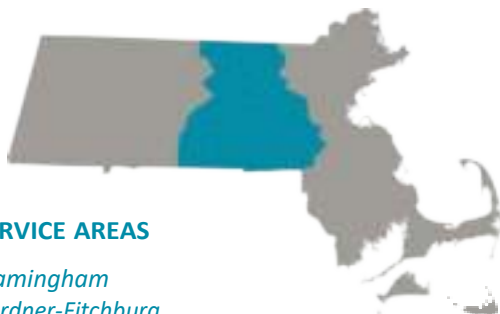
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MORE INFORMATION

Fallon 365 Care

Reliant Medical Group
in partnership with Fallon Health



SERVICE AREAS

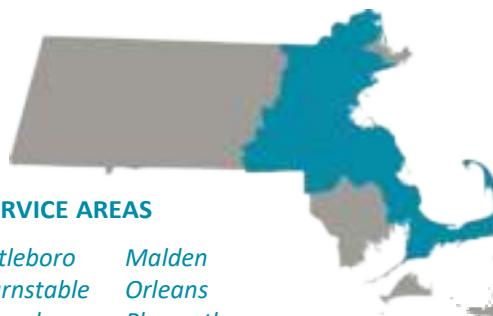
Framingham
Gardner-Fitchburg
Southbridge
Worcester

Find your town and its service area on page 36.



Wellforce Care Plan

Wellforce in partnership with Fallon Health



SERVICE AREAS

Attleboro Malden
Barnstable Orleans
Beverly Plymouth
Boston Quincy
Brockton Revere
Falmouth Salem
Framingham Somerville
Haverhill Waltham
Lawrence Wareham
Lowell Woburn
Lynn

Find your town and its service area on page 36.



With a goal of delivering high-quality care and a history of innovation, Fallon 365 Care is committed to improving the lives of the members and patients we serve in our community.

Special Programs and Extra Benefits

- Quit to Win—quit smoking program
- Oh Baby—baby wellness
- Pharmacy discount
- Healthwise Knowledgebase—health encyclopedia
- Mobile ID card

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.fallonhealth.org/365care
Customer Service: (855) 508-3390
Behavioral Health: (888) 877-7182

Wellforce Care Plan works to improve your health and provide a positive experience. We have high-quality providers, including primary care doctors, specialists, community and academic hospitals, a hospital for children, and a large community health center.

Special Programs and Extra Benefits

- Quit to Win—quit smoking program
- Oh Baby—baby wellness
- Pharmacy discount
- Healthwise Knowledgebase—health encyclopedia
- Mobile ID card

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.fallonhealth.org/wellforce
Customer Service: (855) 508-4715
Behavioral Health: (888) 877-7183

Accountable Care Partnership Plans



Hospitals

Fallon Health’s Accountable Care Partnership Plans include the following hospitals in their network:

Berkshire Fallon Health Collaborative

Hospital Name	City
Baystate Medical Center	Springfield
Berkshire Medical Center	Pittsfield
Fairview Hospital (Berkshire Health Systems)	Great Barrington
Tufts Children’s Hospital	Boston
Mass. Eye and Ear Infirmary	Boston
Tufts Medical Center	Boston

Fallon 365 Care

Hospital Name	City
Framingham Union Hospital (MetroWest Medical Center)	Framingham
Harrington Hospital (Southbridge)	Southbridge
Heywood Hospital	Gardner
Leonard Morse Hospital (MetroWest Medical Center)	Natick
Milford-Whitinsville Hospital	Milford
Saint Vincent Hospital	Worcester
Tufts Medical Center	Boston

Wellforce Care Plan

Hospital Name	City
BI Deaconess-Milton	Milton
BI Deaconess-Plymouth	Plymouth
Brockton Hospital (Signature Healthcare)	Brockton
Cape Cod Hospital	Hyannis
Falmouth Hospital (Cape Cod Healthcare)	Falmouth
Lawrence General Hospital	Lawrence
Lawrence Memorial Hospital of Medford (MelroseWakefield Healthcare)	Medford
Lowell General Hospital Main Campus	Lowell
Lowell General Hospital Saints Campus	Lowell
Mass. Eye and Ear Infirmary	Boston
MelroseWakefield Hospital (MelroseWakefield Healthcare)	Melrose
Milford-Whitinsville Hospital	Milford
South Shore Hospital	South Weymouth
Tufts Medical Center	Boston

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.



Accountable Care Partnership Plan

- **Be Healthy Partnership**

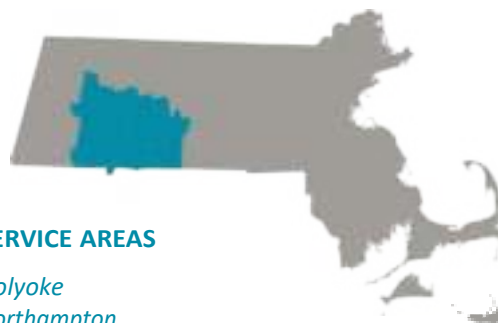


Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call (800) 495-0086.

Be Healthy Partnership

Baystate Health Care Alliance
in partnership with Health New England



SERVICE AREAS

Holyoke
Northampton
Springfield
Westfield

Find your town and its service area on page 36.



In the Be Healthy Partnership Plan you get the support of caring professionals who live and work in your community. Our goal is to be your health care partner and our focus is on you and your family's overall well-being, making sure that you receive high-quality medical and behavioral health care. The Partnership's Community Health Centers are Caring Health Center, Mason Square Health Center, Brightwood Health Center, High Street Adult Health Center, and High Street Pediatric Health Center.

Special Programs and Extra Benefits

- Bee Healthy Babies Program
- Wellness & healthy cooking programs
- Free dental kit
- Free kids' bike helmets
- Free booster or car seats
- Money back for wellness

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.behealthypartnership.org

Customer Service: (800) 786-9999

Behavioral Health: (800) 495-0086



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MORE INFORMATION

Accountable Care Partnership Plans



Hospitals

Health New England’s Accountable Care Partnership Plan includes the following hospitals in its network:

Be Healthy Partnership

Hospital Name	City
Baystate Medical Center	Springfield
Baystate Wing Hospital	Palmer
Berkshire Medical Center	Pittsfield
*Clinton Hospital (UMass Memorial HealthAlliance)	Clinton
Fairview Hospital (Berkshire Health Systems)	Great Barrington
Franklin Medical Center (Baystate Health)	Greenfield
*Health Alliance Hospital (UMass Memorial)	Leominster
Holyoke Medical Center	Holyoke
*Marlborough Hospital (UMass Memorial)	Marlboro
Mercy Medical Center	Springfield
Noble Hospital (Baystate)	Westfield
*Shriners Hospital for Children-Boston	Boston
Shriners Hospital for Children-Springfield	Springfield

Hospital Name	City
Southwestern Vermont Medical Center	Bennington, VT
*UMass Memorial Medical Center Memorial Campus	Worcester
*UMass Memorial Medical Center University Campus	Worcester

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.

**Please call the health plan about availability.*



Accountable Care Partnership Plans

- **Tufts Health Together with Atrius Health** (page 19)
- **Tufts Health Together with BIDCO** (page 20)
- **Tufts Health Together with Boston Children's ACO** (page 20)
- **Tufts Health Together with CHA** (page 21)

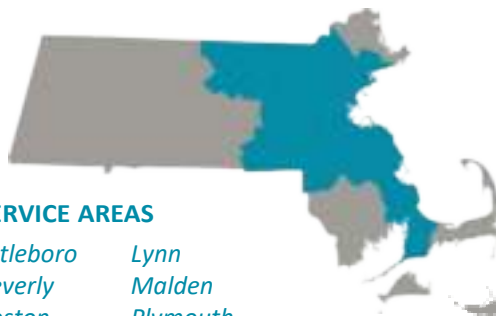


Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call (888) 257-1985

Tufts Health Together with Atrius Health

Atrius Health *in partnership with* Tufts Health Plan (THP)



SERVICE AREAS

- | | |
|-------------|------------|
| Attleboro | Lynn |
| Beverly | Malden |
| Boston | Plymouth |
| Brockton | Quincy |
| Falmouth | Revere |
| Frammingham | Salem |
| Gardner- | Somerville |
| Fitchburg | Waltham |
| Lawrence | Wareham |
| Lowell | Woburn |



Find your town and its service area on page 36.

The vision of the Tufts Health Together with Atrius Health plan is to improve the health and wellness of our MassHealth members. We are committed to providing high-quality care with kindness and compassion, and we value diversity in our employees and our members.

Special Programs and Extra Benefits

- Pregnancy programs
- Healthy cooking & nutrition programs
- Pharmacy discount
- Fitness reimbursements
- Gift cards for healthy behaviors
- Gift card toward car seats & booster seats
- Health assessment & health coaching
- Specialized care coordination programs

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.TuftsHealthTogether.com/AtriusHealth

Customer Service: (888) 257-1985
Behavioral Health: (888) 257-1985



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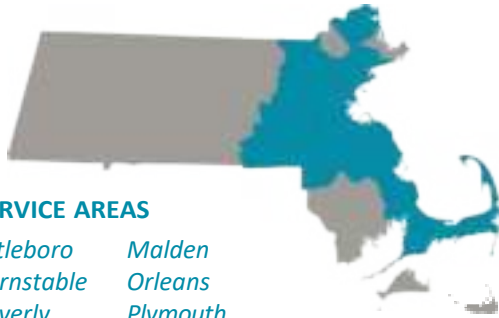


MORE INFORMATION

Accountable Care Partnership Plans

Tufts Health Together with BIDCO

Beth Israel Deaconess Care Organization (BIDCO) in partnership with Tufts Health Plan (THP)



SERVICE AREAS

- | | |
|------------|------------|
| Attleboro | Malden |
| Barnstable | Orleans |
| Beverly | Plymouth |
| Boston | Quincy |
| Brockton | Revere |
| Falmouth | Salem |
| Framingham | Somerville |
| Haverhill | Waltham |
| Lowell | Wareham |
| Lynn | Woburn |



Find your town and its service area on page 36.

Tufts Health Plan and BIDCO work together to provide the best care possible to all members. We offer person-centered and culturally sensitive services to improve members' health while promoting healthy lifestyles and behavioral changes.

Special Programs and Extra Benefits

- Pregnancy programs
- Healthy cooking & nutrition programs
- Stress management
- Pharmacy discount
- Fitness reimbursements
- Gift card toward car seats & booster seats
- Gift cards for healthy behaviors
- Health assessment & health coaching

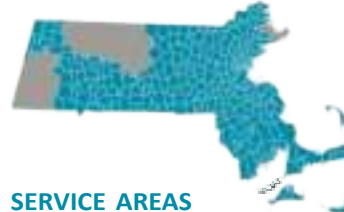
Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.TuftsHealthTogether.com/BIDCO

Customer Service: (888) 257-1985
Behavioral Health: (888) 257-1985

Tufts Health Together with Boston Children's ACO

Boston Children's ACO in partnership with Tufts Health Plan (THP)



SERVICE AREAS

- | | | |
|-------------------|-------------|-------------|
| Adams | Lawrence | Salem |
| Attleboro | Lowell | Somerville |
| Barnstable | Lynn | Southbridge |
| Beverly | Malden | Springfield |
| Boston | Nantucket | Taunton |
| Brockton | New Bedford | Waltham |
| Fall River | Northampton | Wareham |
| Falmouth | Oak Bluffs | Westfield |
| Framingham | Orleans | Woburn |
| Gardner-Fitchburg | Plymouth | Worcester |
| Haverhill | Quincy | |
| Holyoke | Revere | |

Find your town and its service area on page 36.

Tufts Health Plan and Boston Children's ACO share the mission of improving children's health and well-being. Our inclusive approach focuses on the preventive care and treatments that have long-term health benefits for our pediatric members.

Special Programs and Extra Benefits

- Community-based asthma program
- Healthy cooking & nutrition programs
- Pharmacy discount
- Fitness reimbursements
- Gift card toward car seats & booster seats
- Gift cards for healthy behaviors
- Health assessment & health coaching

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.TuftsHealthTogether.com/BCACO

Customer Service: (888) 257-1985
Behavioral Health: (888) 257-1985

Accountable Care Partnership Plans



LEARN

Tufts Health Together with CHA

Cambridge Health Alliance (CHA)
in partnership with Tufts Health Plan (THP)



SERVICE AREAS

Boston
Lynn
Malden
Revere
Salem
Somerville
Waltham
Woburn



Find your town and its service area on page 36.

Tufts Health Together with CHA provides person-centered, coordinated health care to help you feel your best. We embrace diversity, speak many languages, respect culture, and believe everyone deserves to be treated with dignity.

Special Programs and Extra Benefits

- Pregnancy programs
- Healthy cooking & nutrition programs
- Pharmacy discount
- Fitness reimbursements
- Gift card toward car seats & booster seats
- Gift cards for healthy behaviors
- Health assessment & health coaching

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.TuftsHealthTogether.com/CHA

Customer Service: (888) 257-1985
Behavioral Health: (888) 257-1985



Hospitals

All Tufts Health Plan's Accountable Care Partnership Plans and Tufts Health Together include the following hospitals in their network:

Tufts Health Together with Atrius Health

Hospital Name	City
Beverly Hospital (Lahey Health)	Beverly
BI Deaconess Medical Center	Boston
BI Deaconess-Milton	Milton
BI Deaconess-Needham	Needham
BI Deaconess-Plymouth	Plymouth
Boston Children's Hospital	Boston
Emerson Hospital	Concord
Lahey Hospital & Medical Center	Burlington
Lowell General Hospital Main Campus	Lowell
Lowell General Hospital Saints Campus	Lowell
Mass. Eye and Ear Infirmary	Boston
Mt. Auburn Hospital	Cambridge
New England Baptist	Roxbury Crossing
*Newton-Wellesley Hospital (Mass General Brigham)	Newton
South Shore Hospital	South Weymouth
Winchester Hospital (Lahey Health)	Winchester

*Please call the health plan about availability.



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MORE INFORMATION

Accountable Care Partnership Plans

Tufts Health Together with BIDCO

Hospital Name	City
Anna Jaques Hospital	Newburyport
BI Deaconess Medical Center	Boston
BI Deaconess-Milton	Milton
BI Deaconess-Needham	Needham
BI Deaconess-Plymouth	Plymouth
Tufts Children's Hospital	Boston
New England Baptist	Roxbury Crossing
Tufts Medical Center	Boston

Tufts Health Together with Boston Children's ACO and Tufts Health Together (MCO Plan)

Hospital Name	City
Addison Gilbert Hospital (Lahey Health)	Gloucester
Anna Jaques Hospital	Newburyport
Athol Hospital (Heywood Healthcare)	Athol
Baystate Medical Center	Springfield
Baystate Wing Hospital	Palmer
Berkshire Medical Center	Pittsfield
Beverly Hospital (Lahey Health)	Beverly
BI Deaconess Medical Center	Boston
BI Deaconess-Milton	Milton
BI Deaconess-Needham	Needham
BI Deaconess-Plymouth	Plymouth
Boston Children's Hospital	Boston
Boston Medical Center	Boston
*Brigham and Women's Hospital (Mass General Brigham)	Boston
Brockton Hospital (Signature Healthcare)	Brockton
Cambridge Hospital (CHA)	Cambridge
Cape Cod Hospital	Hyannis

Hospital Name	City
Carney Hospital (Steward)	Dorchester
Charlton Hospital (Southcoast)	Fall River
Clinton Hospital (UMass Memorial HealthAlliance)	Clinton
Cooley Dickinson Health Care (Mass General Brigham)	Northampton
Dana-Farber Cancer Institute	Boston
Emerson Hospital	Concord
Everett Hospital (CHA)	Everett
Fairview Hospital (Berkshire Health Systems)	Great Barrington
Falmouth Hospital (Cape Cod Healthcare)	Falmouth
*Faulkner Hospital (Mass General Brigham)	Jamaica Plain
Tufts Children's Hospital	Boston
Framingham Union Hospital (MetroWest Medical Center)	Framingham
Franklin Medical Center (Baystate Health)	Greenfield
Good Samaritan Medical Center (Steward)	Brockton
Harrington Hospital	Southbridge
Hasbro Children's Hospital at Rhode Island Hospital	Providence, RI
Health Alliance Hospital (UMass Memorial)	Leominster
Heywood Hospital	Gardner
Holy Family Hospital (Steward)	Haverhill
Holy Family Hospital-Methuen (Steward)	Methuen
Holyoke Medical Center	Holyoke
Kent County Memorial Hospital	Warwick, RI
Lahey Hospital & Medical Center	Burlington
Lahey Medical Center-Peabody	Peabody
Landmark Medical Center	Woonsocket, RI
Lawrence General Hospital	Lawrence
Lawrence Memorial Hospital of Medford (MelroseWakefield Healthcare)	Medford

Accountable Care Partnership Plans

Hospital Name	City
Leonard Morse Hospital (MetroWest Medical Center)	Natick
Lowell General Hospital Main Campus	Lowell
Lowell General Hospital Saints Campus	Lowell
Marlborough Hospital (UMass Memorial)	Marlboro
*Martha's Vineyard Hospital (Mass General Brigham)	Oak Bluffs
Mass. Eye and Ear Infirmary	Boston
*Mass. General Hospital (Mass General Brigham)	Boston
MelroseWakefield Hospital (MelroseWakefield Healthcare)	Melrose
Mercy Medical Center	Springfield
Milford-Whitinsville Hospital	Milford
Miriam Hospital	Providence, RI
Morton Hospital (Steward)	Taunton
Mt. Auburn Hospital	Cambridge
*Nantucket Cottage Hospital (Mass General Brigham)	Nantucket
Nashoba Valley Medical Center (Steward)	Ayer
New England Baptist	Roxbury Crossing
*Newton-Wellesley Hospital (Mass General Brigham)	Newton
Noble Hospital (Baystate)	Westfield
Norwood Hospital (Steward)	Norwood
Rhode Island Hospital	Providence, RI
*Salem Hospital (NSMC/Mass General Brigham)	Salem
Shriners Hospital for Children-Boston	Boston
Shriners Hospital for Children-Springfield	Springfield
Somerville Hospital (CHA)	Somerville
South Shore Hospital	South Weymouth
Saint Anne's Hospital (Steward)	Fall River

Hospital Name	City
St. Elizabeth's Medical Center (Steward)	Brighton
St. Luke's Hospital (Southcoast)	New Bedford
Saint Vincent Hospital	Worcester
Sturdy Memorial Hospital	Attleboro
Tobey Hospital (Southcoast)	Wareham
Tufts Medical Center	Boston
UMass Memorial Medical Center Memorial Campus	Worcester
UMass Memorial Medical Center University Campus	Worcester
Winchester Hospital (Lahey Health)	Winchester
Women & Infants Hospital	Providence, RI

*Please call Tufts Health Together with Boston Children's ACO about availability. Not available in Tufts Health Together (MCO Plan).

Tufts Health Together with CHA

Hospital Name	City
BI Deaconess Medical Center	Boston
Cambridge Hospital (CHA)	Cambridge
Everett Hospital (CHA)	Everett
Tufts Children's Hospital	Boston
*Mass. General Hospital (Mass General Brigham)	Boston
Somerville Hospital (CHA)	Somerville
Tufts Medical Center	Boston

*Please call the health plan about availability.

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.



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MORE INFORMATION

Primary Care ACO Plans



Primary Care ACO Plan

- **Community Care Cooperative (C3)**

Please Note: *Service Areas*

To enroll in a Primary Care ACO, you will need to also select a PCP in that ACO's network. PCPs may not be available in all service areas.



Behavioral Health Services

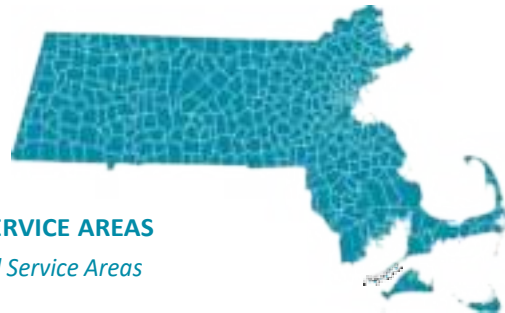
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.



Hospitals

Community Care Cooperative's Primary Care ACO Plan uses the MassHealth network of hospitals. Please go to <https://masshealth.ehs.state.ma.us/providerdirectory/> for a list of hospitals.

Community Care Cooperative (C3)



SERVICE AREAS

All Service Areas



Community Care Cooperative (C3) members get primary care at a community health center and have access to the most MassHealth specialists and hospitals. See our website for a list of our health centers: www.C3aco.org.

Special Programs and Extra Benefits

- Welcoming Care—*care in your language and culture*
- Care 365—*help in connecting to social services*
- Care Navigation—*from health screenings to specialty care*
- Nurse advice line
- Just You and Your Provider—*no insurance company between you and your provider*

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.C3aco.org

Customer Service: (866) 676-9226

Primary Care ACO Plans



Mass General Brigham ACO Plan

■ Mass General Brigham

Please Note: *Service Areas*

To enroll in a Primary Care ACO, you will need to also select a PCP in that ACO's network. PCPs may not be available in all service areas.



Behavioral Health

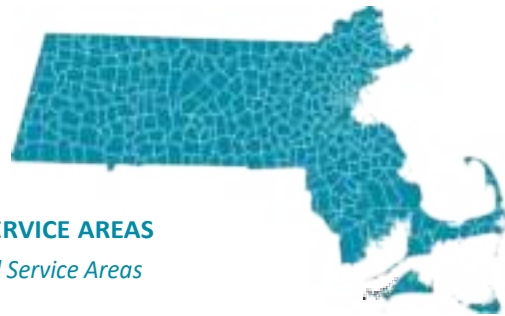
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.



Hospitals

Mass General Brigham's Primary Care ACO Plan uses the MassHealth network of hospitals. Please go to <https://masshealth.ehs.state.ma.us/providerdirectory/> for a list of hospitals.

Mass General Brigham



SERVICE AREAS

All Service Areas



Mass General Brigham helps doctors work with members to improve care. Mass General Brigham's doctors, hospitals, and other health care providers come together to provide coordinated, high-quality care to you as a member.

Special Programs and Extra Benefits

- Team-based care
- Smoking cessation support
- Diabetes management & education
- Weight loss support
- Customized educational videos
- Educational handouts
- Shared decision-making tools
- Patient portal

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.massgeneralbrigham.org/MassHealthACO

Customer Service: (800) 231-2722



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MORE INFORMATION

Primary Care ACO Plans



Primary Care ACO Plan

- **Steward Health Choice**

Please Note: *Service Areas*

To enroll in a Primary Care ACO, you will need to also select a PCP in that ACO's network. PCPs may not be available in all service areas.



Behavioral Health Services

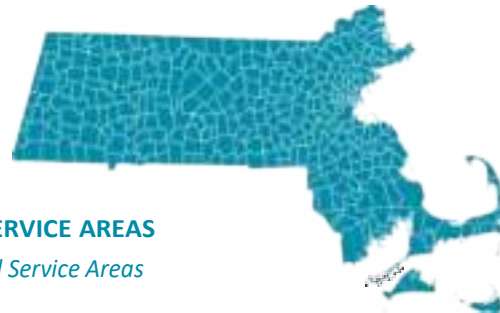
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.



Hospitals

Steward Health Choice's Primary Care ACO Plan uses the MassHealth network of hospitals. Please go to <https://masshealth.ehs.state.ma.us/providerdirectory/> for a list of hospitals.

Steward Health Choice



SERVICE AREAS

All Service Areas



Steward Health Choice built a health care plan around you. Our goal is to give you quality health care, programs, services and extra benefits to support you on your path to wellness. Doctors, nurses, hospitals and health care professionals work as a team to provide you with a personal approach to health care right in your community.

Special Programs and Extra Benefits

- Gift cards for healthy behaviors
- Free kids' bike helmets
- Specialized care coordination programs
- Free car seats & booster seats
- Childbirth classes
- Gym discounts
- Steward Community Connection

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.stewardhealthchoice.org/massachusetts

Customer Service: (855) 860-4949

Managed Care Organizations



Managed Care Organization

- **BMC HealthNet Plan**



Behavioral Health Services

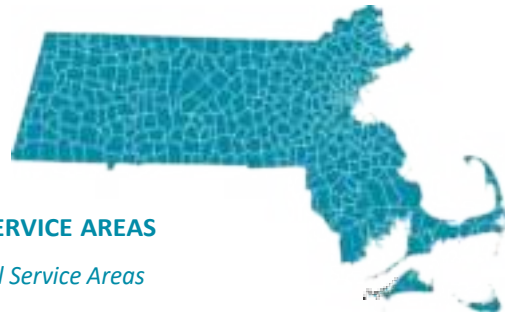
Members can get a full range of mental health and substance use services. For more information, call (888) 217-3501.



Hospitals

Please see page 11 for a list of hospitals included in BMC HealthNet Plan's network.

BMC HealthNet Plan



SERVICE AREAS

All Service Areas



Healthy is easier when you have a community to back you up. That's why BMC HealthNet Plan gets to know you and your family's needs. We connect you to care and local resources, supporting you on your road to healthy.

Special Programs and Extra Benefits

- Health text messaging
- Incentives for pregnant women & new moms
- Lifestyle & wellness programs
- Free car seats & booster seats
- Fitness reimbursement
- Free kids' bike helmets
- Free dental kit

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.bmchp.org

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501



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MORE INFORMATION

Managed Care Organizations



Managed Care Organization

- **Tufts Health Together**



Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call (888) 257-1985.



Hospitals

Please see page 22 for a list of hospitals included in the Tufts Health Together Plan's network.

Tufts Health Together

SERVICE AREAS

Adams	Lowell	
Athol	Lynn	
Beverly	Malden	Westfield
Boston	Northampton	Woburn
Framingham	Pittsfield	Worcester
Gardner-	Quincy	
Fitchburg	Revere	
Gloucester	Salem	
Greenfield	Somerville	
Haverhill	Southbridge	
Holyoke	Springfield	
Lawrence	Waltham	

Find your town and its service area on page 36.

Tufts Health Together focuses on improving the health and wellness of members, aiming to be the best MassHealth managed care plan in Massachusetts, achieving exceptional outcomes in quality and member experience in a cost-effective manner.

Special Programs and Extra Benefits

■ Pregnancy programs	■ Gift card toward car seats & booster seats
■ Healthy cooking & nutrition programs	■ Gift cards for healthy behaviors
■ Pharmacy discount	■ Health assessment & health coaching
■ Fitness reimbursements	

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.tuftshealthplan.com/together
 Customer Service: (888) 257-1985
 Behavioral Health: (888) 257-1985

Primary Care Clinician Plan



Primary Care Clinician (PCC) Plan

Please Note:

- To enroll in the Primary Care Clinician (PCC) Plan, you will also need to select a PCP in the PCC Plan's network. PCPs may not be available in all service areas.
- Community Partners, who provide long-term services and supports, are not available in the PCC Plan.
- Behavioral Health Community Partners are only available for PCC Plan members who participate in Adult Community Clinical Services (ACCS), a Massachusetts Department of Mental Health program.
- PCC Plan members can enroll in an ACO or MCO at any time.



Behavioral Health Services

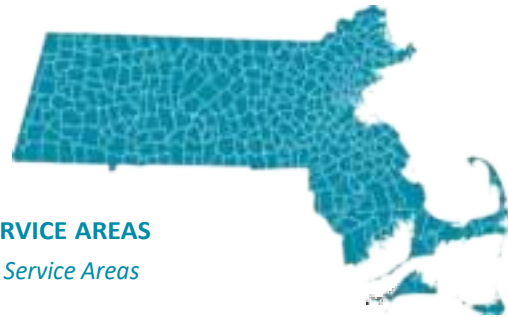
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.



Hospitals

The PCC Plan uses the MassHealth network of hospitals. Please go to <https://masshealth.ehs.state.ma.us/providerdirectory/> for a list of hospitals.

Primary Care Clinician (PCC) Plan



SERVICE AREAS

All Service Areas



The PCC Plan is a managed care health plan for MassHealth members throughout Massachusetts. The PCC Plan provider network includes doctors, nurse practitioners, hospitals, pharmacies, and other health care providers. As a PCC Plan member, you can get behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP).

Please Note: Care in the PCC Plan may not be as integrated or coordinated as care in ACOs or MCOs.

Special Programs and Extra Benefits

- Women & children educational materials
- Disease management material

Contact the plan for a full list of special programs and benefits. Certain rules may apply.

www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members

Customer Service: (800) 841-2900



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MORE INFORMATION



Enroll in or Change a Health Plan

Enrolling in a Health Plan

Choose a health plan offered in your area that best fits you or your family's health care needs. If you do not choose a health plan, MassHealth will choose one for you.

Ready to enroll? It's easy!



IMPORTANT

If you do not enroll in a health plan, MassHealth will enroll for you. Choose the plan that's best for you and enroll today!



Enroll Online (RECOMMENDED)

The fastest way to enroll in a health plan is online.

www.MassHealthChoices.com

- Click "Enroll Now"
- Fill out the form
- Click "Submit"



Enroll by Phone

Our customer service representatives can enroll you into a health plan over the phone.

(800) 841-2900
TTY: (800) 497-4648
Monday–Friday
8:00 a.m.–5:00 p.m.



Enroll by Mail

Fill out a MassHealth Health Plan Enrollment Form. Mail the completed form to:

MassHealth Program
P.O. Box 120045
Boston, MA 02112-9912
Fax: (617) 988-8903

Changing Your Health Plan

As a MassHealth member enrolled in a health plan, you can change your health plan for any reason only during your Plan Selection Period. Once you are in your Fixed Enrollment Period, you will be able to change your health plan only for certain reasons.

The following members can change health plans at any time for any reason.

- Children who are in the care or custody of the Department of Children and Families (DCF)
- Youth who are in the care or custody of the Department of Youth Services (DYS)
- Newborns and children who are younger than one year old
- Members enrolled in the Primary Care Clinician (PCC) Plan

Plan Selection Period

If you are enrolled in an MCO or ACO health plan, you will have a 90-day Plan Selection Period every year. MassHealth will notify you about your Plan Selection Period. During that period, you can change health plans for any reason.

If you are enrolled in the PCC Plan, you can change to an ACO or an MCO at any time.

If you decide to change your health plan, be sure to check www.MassHealthChoices.com for health plan options available in your area.

Fixed Enrollment Period

If you are in an ACO or MCO when your Plan Selection Period ends, you will be in your Fixed Enrollment Period. During your Fixed Enrollment Period, you will not be able to change your health plan until the next Plan Selection Period, except for certain reasons. (See page 32.)



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MORE INFORMATION

PLAN SELECTION PERIOD VS. FIXED ENROLLMENT PERIOD

Plan Selection Period

During this time, you CAN change your health plan.

Fixed Enrollment Period

During this time, you CANNOT change your health plan.

Except for certain reasons (See page 32.)

Fixed Enrollment Period Exceptions

When you are in your fixed enrollment period, you may only change your health plan for one of these reasons.

- You move out of the MCO, Accountable Care Partnership Plan, or Primary Care ACO service area.
- The MCO, Accountable Care Partnership Plan, or Primary Care ACO does not, because of moral or religious objections, cover the service you request.
- You need related services to be performed at the same time. Not all related services are available within the network, and your primary care provider or another provider determines that receiving the services separately would subject you to unnecessary risk.
- You receive poor quality care, lack access to services covered, or lack access to providers experienced in dealing with your health care needs.
- The MCO or Accountable Care Partnership Plan is no longer contracted with MassHealth to cover your service area, or your PCP who participates in your Primary Care ACO is not available in your service area.
- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO has not provided access to providers that meet your health care needs over time, even after you request assistance.
- You are homeless (*and MassHealth's records also indicate that you are homeless*), and the MCO, Accountable Care Partnership Plan, or Primary Care ACO cannot accommodate your needs geographically.

- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO violated a material provision of its contract with MassHealth.
- MassHealth imposes a sanction on the MCO, Accountable Care Partnership Plan, or Primary Care ACO that specifically allows you to disenroll from your MCO, Accountable Care Partnership Plan, or Primary Care ACO without cause.
- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO is not meeting your language, communication, or other accessibility preferences or needs.
- You demonstrate to MassHealth that your key network providers, including PCPs, specialists, or behavioral health providers, leave the MCO, Accountable Care Partnership Plan, or Primary Care ACO network.
- You live in the Oak Bluffs or Nantucket service areas.

If MassHealth denies your request to transfer to another health plan during your Fixed Enrollment Period, you can ask for a fair hearing (appeal). Learn more about asking for a fair hearing on page 35.

Using Your Member ID Cards

After you enroll in a health plan, MassHealth will send you a letter confirming your enrollment. The health plan you selected will send you a welcome packet in the mail with important details about your health plan and a health plan member ID card.

Always carry both your health plan and MassHealth member ID cards with you so you have them when you need care. Be sure to show both member ID cards whenever you get health care or fill a prescription.



If your health plan member ID card is ever damaged, lost, or stolen, call the health plan's member service department for a replacement card.

If your MassHealth member ID card is ever damaged, lost, or stolen, call the MassHealth Customer Service Center at **(800) 841-2900** (TTY: (800) 497-4648) for a replacement card.

Carry Both ID Cards

Everyone in your family who is enrolled will have a health plan and MassHealth member ID card.

Be sure to show both member ID cards whenever you get health care or fill a prescription.



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MORE INFORMATION



More Information

Rights and Responsibilities

Your rights




- You can ask for a copy of your health records at any time.
- Your health care providers will keep your health information and records private.
- Your health care providers will give you easy-to-understand information about treatment options.
- Your providers will make you part of all decisions about your health care.
- You can refuse health care treatment at any time and for any reason.
- You can file a grievance or appeal if you think your health plan or MassHealth denied you a *medically necessary* service or treatment.

Your responsibilities

- Arrive on time to your health care appointments.
- Call your health care provider if you are going to be late or if you need to cancel an appointment.
- Tell your primary care provider if you went to the emergency room.

Reporting Changes

It is important to keep MassHealth and your health plan up to date.

Who should I call?	MassHealth	Health Plan
 Change of address	✓	✓
 New Phone number	✓	✓
 New baby or adoption	✓	



Key Term

Medically Necessary Services or Supplies

Health care services or supplies needed to prevent, diagnose, or treat an illness, injury, condition, disease, or its symptoms and that meet accepted standards of medicine.



EMERGENCY SERVICES

Generally, if you are enrolled in an ACO Partnership Plan or an MCO, you must see providers only in your plan's network. In emergencies, however, you can receive care at any hospital, whether or not it is in your plan's network.

Understanding Your Costs

Copays for Drugs

A copay is a small amount that a person pays when they get health services. The only time that you may have a copay is when you get certain prescription drugs.

For more information about copays, please visit www.mass.gov/copayment-information-for-members.

If you get a bill

If you get a bill for a charge other than your copay for any *covered* service or benefit, call your health plan's customer service department. You can find their phone number on the back of your health plan member ID card. If you are a PCC Plan member or enrolled in a Primary Care ACO, however, call the MassHealth Customer Service Center at **(800) 841-2900** (TTY: (800) 497-4648).

If you are enrolled in an Accountable Care Partnership Plan or an MCO, you can call the provider who sent the bill. Tell the provider that you are a MassHealth member and the name of your health plan. Give the provider your health plan and MassHealth member ID numbers. Ask them to bill your health plan for the service.

Your health plan will cover only medically necessary services.

Grievances, Appeals, and Fair Hearings

Grievances

Your health plan is committed to making sure that all members have the best health care experience. If you feel that you got unsatisfactory service, or have questions,

concerns, or complaints, please call your health plan's customer service department. Their phone number is located on the back of your health plan member ID card.

You can also contact the MassHealth Customer Service Center at **(800) 841-2900** (TTY: (800) 497-4648).

Appeals and Fair Hearings

If you disagree with a decision made by your health plan or health plan providers, you can file an appeal or request a MassHealth Fair Hearing. Look in your health plan's member handbook for more detailed information on appeals and Fair Hearings.

If you have questions or concerns about the process, you can call your health plan's customer service department. Their phone number is located on the back of your health plan member ID card. You can also contact the MassHealth Customer Service Center at **(800) 841-2900** (TTY: (800) 497-4648).

My Ombudsman

If you have questions or need help getting benefits or services from your health plan, you can call My Ombudsman. My Ombudsman is a program that is separate from MassHealth and your health plan. The program can give you information about your rights and help you with any concerns. The program can also help explain how to file a grievance or appeal.

For more information about My Ombudsman

- visit their website at www.myombudsman.org,
- call them at (855) 781-9898,
- videophone (VP) at (339) 224-6831, or
- email them at info@myombudsman.org.



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MORE INFORMATION



Service Areas

Each health plan covers specific *service areas*. Service areas are regional groups of cities and towns. Remember, you can choose a health plan only in your service area.

Your Town	Service Area
Abington	<i>Brockton</i>
Accord	<i>Quincy</i>
Acton	<i>Lowell</i>
Acushnet	<i>New Bedford</i>
Adams	<i>Adams</i>
Agawam	<i>Westfield</i>
Alford	<i>Pittsfield</i>
Allston	<i>Boston</i>
Amesbury	<i>Haverhill</i>
Amherst	<i>Northampton</i>
Andover	<i>Lawrence</i>
Aquinnah	<i>Oak Bluffs</i>
Arlington	<i>Somerville</i>
Arlington Heights	<i>Somerville</i>
Ashburnham	<i>Gardner-Fitchburg</i>
Ashby	<i>Gardner-Fitchburg</i>
Ashfield	<i>Greenfield</i>
Ashland	<i>Framingham</i>
Ashley Falls	<i>Pittsfield</i>
Assonet	<i>Fall River</i>
Athol	<i>Athol</i>
Attleboro	<i>Attleboro</i>
Auburn	<i>Worcester</i>
Auburndale	<i>Waltham</i>
Avon	<i>Brockton</i>
Ayer	<i>Gardner-Fitchburg</i>
Babson Park	<i>Waltham</i>
Baldwinville	<i>Athol</i>
Barnstable	<i>Barnstable</i>
Barre	<i>Athol</i>
Becket	<i>Pittsfield</i>
Bedford	<i>Woburn</i>
Belchertown	<i>Holyoke</i>
Bellingham	<i>Framingham</i>
Belmont	<i>Waltham</i>
Berkley	<i>Taunton</i>

Your Town	Service Area
Berkshire	<i>Pittsfield</i>
Berlin	<i>Gardner-Fitchburg</i>
Bernardston	<i>Greenfield</i>
Beverly	<i>Beverly</i>
Billerica	<i>Lowell</i>
Blackstone	<i>Framingham</i>
Blanford	<i>Westfield</i>
Bolton	<i>Gardner-Fitchburg</i>
Bondsville	<i>Springfield</i>
Boston	<i>Boston</i>
Bourne	<i>Falmouth</i>
Boxboro	<i>Framingham</i>
Boxford	<i>Haverhill</i>
Boylston	<i>Worcester</i>
Braintree	<i>Quincy</i>
Brant Rock	<i>Plymouth</i>
Brewster	<i>Orleans</i>
Bridgewater	<i>Brockton</i>
Brighton	<i>Boston</i>
Brimfield	<i>Southbridge</i>
Brockton	<i>Brockton</i>
Brookfield	<i>Southbridge</i>
Brookline	<i>Boston</i>
Brookline Village	<i>Boston</i>
Bryantville	<i>Plymouth</i>
Buckland	<i>Greenfield</i>
Burlington	<i>Woburn</i>
Buzzards Bay	<i>Falmouth</i>
Byfield	<i>Haverhill</i>
Cambridge	<i>Somerville</i>
Canton	<i>Brockton</i>
Carlisle	<i>Lowell</i>
Carver	<i>Plymouth</i>
Cataumet	<i>Falmouth</i>
Centerville	<i>Barnstable</i>
Charlemont	<i>Greenfield</i>

Your Town	Service Area
Charlestown	<i>Boston</i>
Charlton	<i>Southbridge</i>
Charlton City	<i>Southbridge</i>
Charlton Depot	<i>Southbridge</i>
Chartley	<i>Attleboro</i>
Chatham	<i>Orleans</i>
Chelmsford	<i>Lowell</i>
Chelsea	<i>Revere</i>
Cheshire	<i>Adams</i>
Chester	<i>Westfield</i>
Chesterfield	<i>Northampton</i>
Chestnut Hill	<i>Boston</i>
Chicopee	<i>Springfield</i>
Chilmark	<i>Oak Bluffs</i>
Clarksburg	<i>Adams</i>
Clinton	<i>Gardner-Fitchburg</i>
Cohasset	<i>Quincy</i>
Colrain	<i>Greenfield</i>
Concord	<i>Lowell</i>
Conway	<i>Greenfield</i>
Cotuit	<i>Barnstable</i>
Cummaquid	<i>Barnstable</i>
Cummington	<i>Northampton</i>
Cuttyhunk	<i>New Bedford</i>
Dalton	<i>Pittsfield</i>
Danvers	<i>Salem</i>
Dartmouth	<i>New Bedford</i>
Dedham	<i>Quincy</i>
Deerfield	<i>Greenfield</i>
Dennis	<i>Orleans</i>
Dennis Port	<i>Orleans</i>
Devens	<i>Gardner-Fitchburg</i>
Dighton	<i>Taunton</i>
Dorchester	<i>Boston</i>
Douglas	<i>Framingham</i>
Dover	<i>Framingham</i>
Dracut	<i>Lowell</i>
Drury	<i>Adams</i>
Dudley	<i>Southbridge</i>
Dunstable	<i>Lowell</i>
Duxbury	<i>Plymouth</i>
East Boston	<i>Revere</i>

Your Town	Service Area
East Bridgewater	<i>Brockton</i>
East Brookfield	<i>Southbridge</i>
East Dennis	<i>Orleans</i>
East Douglas	<i>Framingham</i>
East Falmouth	<i>Falmouth</i>
East Freetown	<i>Fall River</i>
East Longmeadow	<i>Springfield</i>
East Mansfield	<i>Attleboro</i>
East Orleans	<i>Orleans</i>
East Otis	<i>Pittsfield</i>
East Princeton	<i>Gardner-Fitchburg</i>
East Sandwich	<i>Falmouth</i>
East Templeton	<i>Athol</i>
East Walpole	<i>Framingham</i>
East Wareham	<i>Wareham</i>
Eastham	<i>Orleans</i>
Easthampton	<i>Northampton</i>
Easton	<i>Brockton</i>
Edgartown	<i>Oak Bluffs</i>
Egremont	<i>Pittsfield</i>
Elmwood	<i>Brockton</i>
Erving	<i>Greenfield</i>
Essex	<i>Gloucester</i>
Everett	<i>Malden</i>
Fairhaven	<i>New Bedford</i>
Fall River	<i>Fall River</i>
Falmouth	<i>Falmouth</i>
Feeding Hills	<i>Westfield</i>
Fiskdale	<i>Southbridge</i>
Fitchburg	<i>Gardner-Fitchburg</i>
Florida	<i>Adams</i>
Forestdale	<i>Falmouth</i>
Foxboro	<i>Attleboro</i>
Framingham	<i>Framingham</i>
Franklin	<i>Framingham</i>
Freetown	<i>Fall River</i>
Gardner	<i>Gardner-Fitchburg</i>
Georgetown	<i>Haverhill</i>
Gilbertville	<i>Athol</i>
Gill	<i>Greenfield</i>
Glendale	<i>Pittsfield</i>
Gloucester	<i>Gloucester</i>



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MORE INFORMATION

Your Town	Service Area
Goshen	<i>Northampton</i>
Gosnold	<i>New Bedford</i>
Grafton	<i>Framingham</i>
Granby	<i>Holyoke</i>
Granville	<i>Westfield</i>
Great Barrington	<i>Pittsfield</i>
Green Harbor	<i>Plymouth</i>
Greenbush	<i>Quincy</i>
Greenfield	<i>Greenfield</i>
Groton	<i>Gardner-Fitchburg</i>
Groveland	<i>Haverhill</i>
Hadley	<i>Northampton</i>
Halifax	<i>Plymouth</i>
Hamilton	<i>Beverly</i>
Hampden	<i>Springfield</i>
Hancock	<i>Adams</i>
Hanover	<i>Plymouth</i>
Hanson	<i>Plymouth</i>
Hardwick	<i>Athol</i>
Harvard	<i>Gardner-Fitchburg</i>
Harwich	<i>Orleans</i>
Harwich Port	<i>Orleans</i>
Hatfield	<i>Northampton</i>
Hathorne	<i>Salem</i>
Haverhill	<i>Haverhill</i>
Hawley	<i>Greenfield</i>
Haydenville	<i>Northampton</i>
Heath	<i>Greenfield</i>
Hingham	<i>Quincy</i>
Hinsdale	<i>Pittsfield</i>
Holbrook	<i>Brockton</i>
Holden	<i>Worcester</i>
Holland	<i>Southbridge</i>
Holliston	<i>Framingham</i>
Holyoke	<i>Holyoke</i>
Hopedale	<i>Framingham</i>
Hopkinton	<i>Framingham</i>
Housatonic	<i>Pittsfield</i>
Hubbardston	<i>Gardner-Fitchburg</i>
Hudson	<i>Framingham</i>
Hull	<i>Quincy</i>
Humarock	<i>Plymouth</i>

Your Town	Service Area
Huntington	<i>Westfield</i>
Hyannis	<i>Barnstable</i>
Hyannis Port	<i>Barnstable</i>
Hyde Park	<i>Boston</i>
Ipswich	<i>Gloucester</i>
Jamaica Plain	<i>Boston</i>
Jefferson	<i>Worcester</i>
Kingston	<i>Plymouth</i>
Lake Pleasant	<i>Greenfield</i>
Lakeville	<i>Taunton</i>
Lancaster	<i>Gardner-Fitchburg</i>
Lanesboro	<i>Adams</i>
Lawrence	<i>Lawrence</i>
Lee	<i>Pittsfield</i>
Leeds	<i>Northampton</i>
Leicester	<i>Worcester</i>
Lenox	<i>Pittsfield</i>
Lenox Dale	<i>Pittsfield</i>
Leominster	<i>Gardner-Fitchburg</i>
Leverett	<i>Greenfield</i>
Lexington	<i>Woburn</i>
Leyden	<i>Greenfield</i>
Lincoln	<i>Lowell</i>
Linwood	<i>Framingham</i>
Littleton	<i>Lowell</i>
Longmeadow	<i>Springfield</i>
Lowell	<i>Lowell</i>
Ludlow	<i>Springfield</i>
Lunenburg	<i>Gardner-Fitchburg</i>
Lynn	<i>Lynn</i>
Lynnfield	<i>Lynn</i>
Malden	<i>Malden</i>
Manchaug	<i>Framingham</i>
Manchester-by-the-Sea	<i>Beverly</i>
Manomet	<i>Plymouth</i>
Mansfield	<i>Attleboro</i>
Marblehead	<i>Salem</i>
Marion	<i>New Bedford</i>
Marlborough	<i>Framingham</i>
Marshfield	<i>Plymouth</i>

Your Town	Service Area
Marshfield Hills	<i>Plymouth</i>
Marstons Mills	<i>Barnstable</i>
Mashpee	<i>Falmouth</i>
Mattapan	<i>Boston</i>
Mattapoisett	<i>New Bedford</i>
Maynard	<i>Framingham</i>
Medfield	<i>Framingham</i>
Medford	<i>Malden</i>
Medway	<i>Framingham</i>
Melrose	<i>Malden</i>
Mendon	<i>Framingham</i>
Menemsha	<i>Oak Bluffs</i>
Merrimac	<i>Haverhill</i>
Methuen	<i>Lawrence</i>
Middleboro	<i>Taunton</i>
Middlefield	<i>Northampton</i>
Middleton	<i>Salem</i>
Milford	<i>Framingham</i>
Mill River	<i>Pittsfield</i>
Millbury	<i>Worcester</i>
Millis	<i>Framingham</i>
Millville	<i>Framingham</i>
Milton	<i>Quincy</i>
Milton Village	<i>Quincy</i>
Minot	<i>Quincy</i>
Monponsett	<i>Plymouth</i>
Monroe	<i>Adams</i>
Monroe Bridge	<i>Adams</i>
Monson	<i>Springfield</i>
Montague	<i>Greenfield</i>
Monterey	<i>Pittsfield</i>
Montgomery	<i>Westfield</i>
Monument Beach	<i>Falmouth</i>
Mount Hermon	<i>Greenfield</i>
Mount Washington	<i>Pittsfield</i>
Nahant	<i>Lynn</i>
Nantucket	<i>Nantucket</i>
Natick	<i>Framingham</i>
Needham	<i>Waltham</i>
New Ashford	<i>Adams</i>
New Bedford	<i>New Bedford</i>
New Braintree	<i>Worcester</i>

Your Town	Service Area
New Marlborough	<i>Pittsfield</i>
New Salem	<i>Athol</i>
Newbury	<i>Haverhill</i>
Newburyport	<i>Haverhill</i>
Newton	<i>Waltham</i>
Norfolk	<i>Framingham</i>
North Adams	<i>Adams</i>
North Amherst	<i>Northampton</i>
North Andover	<i>Lawrence</i>
North Attleboro	<i>Attleboro</i>
North Billerica	<i>Lowell</i>
North Brookfield	<i>Southbridge</i>
North Carver	<i>Plymouth</i>
North Chatham	<i>Orleans</i>
North Chelmsford	<i>Lowell</i>
North Dartmouth	<i>New Bedford</i>
North Dighton	<i>Taunton</i>
North Eastham	<i>Orleans</i>
North Easton	<i>Brockton</i>
North Egremont	<i>Pittsfield</i>
North Falmouth	<i>Falmouth</i>
North Grafton	<i>Framingham</i>
North Hatfield	<i>Northampton</i>
North Marshfield	<i>Plymouth</i>
North Oxford	<i>Southbridge</i>
North Pembroke	<i>Plymouth</i>
North Reading	<i>Woburn</i>
North Scituate	<i>Quincy</i>
North Truro	<i>Orleans</i>
North Uxbridge	<i>Framingham</i>
Northampton	<i>Northampton</i>
Northborough	<i>Framingham</i>
Northbridge	<i>Framingham</i>
Northfield	<i>Greenfield</i>
Norton	<i>Attleboro</i>
Norwell	<i>Quincy</i>
Norwood	<i>Quincy</i>
Nutting Lake	<i>Lowell</i>
Oak Bluffs	<i>Oak Bluffs</i>
Oakdale	<i>Framingham</i>
Oakham	<i>Worcester</i>
Onset	<i>Wareham</i>



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Your Town	Service Area
Orange	<i>Athol</i>
Orleans	<i>Orleans</i>
Osterville	<i>Barnstable</i>
Otis	<i>Pittsfield</i>
Oxford	<i>Southbridge</i>
Palmer	<i>Springfield</i>
Paxton	<i>Worcester</i>
Peabody	<i>Salem</i>
Pelham	<i>Northampton</i>
Pembroke	<i>Plymouth</i>
Pepperell	<i>Gardner-Fitchburg</i>
Peru	<i>Pittsfield</i>
Petersham	<i>Athol</i>
Phillipston	<i>Athol</i>
Pinehurst	<i>Lowell</i>
Pittsfield	<i>Pittsfield</i>
Plainfield	<i>Northampton</i>
Plainville	<i>Attleboro</i>
Plymouth	<i>Plymouth</i>
Plympton	<i>Plymouth</i>
Pocasset	<i>Falmouth</i>
Prides Crossing	<i>Beverly</i>
Princeton	<i>Gardner-Fitchburg</i>
Provincetown	<i>Orleans</i>
Quincy	<i>Quincy</i>
Randolph	<i>Quincy</i>
Raynham	<i>Taunton</i>
Raynham Center	<i>Taunton</i>
Reading	<i>Woburn</i>
Readville	<i>Boston</i>
Rehoboth	<i>Taunton</i>
Revere	<i>Revere</i>
Richmond	<i>Pittsfield</i>
Rochdale	<i>Worcester</i>
Rochester	<i>New Bedford</i>
Rockland	<i>Brockton</i>
Rockport	<i>Gloucester</i>
Roslindale	<i>Boston</i>
Rowe	<i>Greenfield</i>
Rowley	<i>Haverhill</i>
Roxbury	<i>Boston</i>
Royalston	<i>Athol</i>

Your Town	Service Area
Russell	<i>Westfield</i>
Rutland	<i>Worcester</i>
Sagamore	<i>Falmouth</i>
Sagamore Beach	<i>Falmouth</i>
Salem	<i>Salem</i>
Salisbury	<i>Haverhill</i>
Sandisfield	<i>Pittsfield</i>
Sandwich	<i>Falmouth</i>
Saugus	<i>Lynn</i>
Savoy	<i>Adams</i>
Scituate	<i>Quincy</i>
Seekonk	<i>Taunton</i>
Sharon	<i>Brockton</i>
Shattuckville	<i>Greenfield</i>
Sheffield	<i>Pittsfield</i>
Shelburne	<i>Greenfield</i>
Shelburne Falls	<i>Greenfield</i>
Sheldonville	<i>Attleboro</i>
Sherborn	<i>Framingham</i>
Shirley	<i>Gardner-Fitchburg</i>
Shrewsbury	<i>Worcester</i>
Shutesbury	<i>Greenfield</i>
Siasconset	<i>Nantucket</i>
Somerset	<i>Fall River</i>
Somerville	<i>Somerville</i>
South Barre	<i>Athol</i>
South Carver	<i>Plymouth</i>
South Chatham	<i>Orleans</i>
South Dartmouth	<i>New Bedford</i>
South Deerfield	<i>Greenfield</i>
South Dennis	<i>Orleans</i>
South Easton	<i>Brockton</i>
South Egremont	<i>Pittsfield</i>
South Grafton	<i>Framingham</i>
South Hadley	<i>Holyoke</i>
South Hamilton	<i>Beverly</i>
South Harwich	<i>Orleans</i>
South Lancaster	<i>Gardner-Fitchburg</i>
South Lee	<i>Pittsfield</i>
South Orleans	<i>Orleans</i>
South Walpole	<i>Framingham</i>
South Wellfleet	<i>Orleans</i>

Your Town	Service Area
South Yarmouth	<i>Barnstable</i>
Southampton	<i>Holyoke</i>
Southborough	<i>Framingham</i>
Southbridge	<i>Southbridge</i>
Southfield	<i>Pittsfield</i>
Southwick	<i>Westfield</i>
Spencer	<i>Southbridge</i>
Springfield	<i>Springfield</i>
Sterling	<i>Gardner-Fitchburg</i>
Still River	<i>Gardner-Fitchburg</i>
Stockbridge	<i>Pittsfield</i>
Stoneham	<i>Woburn</i>
Stoughton	<i>Brockton</i>
Stow	<i>Framingham</i>
Sturbridge	<i>Southbridge</i>
Sudbury	<i>Framingham</i>
Sunderland	<i>Greenfield</i>
Sutton	<i>Framingham</i>
Swampscott	<i>Lynn</i>
Swansea	<i>Fall River</i>
Taunton	<i>Taunton</i>
Templeton	<i>Athol</i>
Tewksbury	<i>Lowell</i>
Thorndike	<i>Springfield</i>
Three Rivers	<i>Springfield</i>
Tisbury	<i>Oak Bluffs</i>
Tolland	<i>Westfield</i>
Topsfield	<i>Beverly</i>
Townsend	<i>Gardner-Fitchburg</i>
Truro	<i>Orleans</i>
Turners Falls	<i>Greenfield</i>
Tyngsboro	<i>Lowell</i>
Tyringham	<i>Pittsfield</i>
Upton	<i>Framingham</i>
Uxbridge	<i>Framingham</i>
Vill. of Nagog Woods	<i>Lowell</i>
Vineyard Haven	<i>Oak Bluffs</i>
Waban	<i>Waltham</i>
Wakefield	<i>Malden</i>
Wales	<i>Southbridge</i>
Walpole	<i>Framingham</i>
Waltham	<i>Waltham</i>

Your Town	Service Area
Ware	<i>Springfield</i>
Wareham	<i>Wareham</i>
Warren	<i>Southbridge</i>
Warwick	<i>Athol</i>
Washington	<i>Pittsfield</i>
Watertown	<i>Waltham</i>
Waverley	<i>Waltham</i>
Wayland	<i>Framingham</i>
Webster	<i>Southbridge</i>
Wellesley	<i>Waltham</i>
Wellfleet	<i>Orleans</i>
Wendell	<i>Greenfield</i>
Wendell Depot	<i>Greenfield</i>
Wenham	<i>Beverly</i>
West Barnstable	<i>Barnstable</i>
West Boxford	<i>Haverhill</i>
West Boylston	<i>Worcester</i>
West Bridgewater	<i>Brockton</i>
West Brookfield	<i>Southbridge</i>
West Chatham	<i>Orleans</i>
West Chesterfield	<i>Northampton</i>
West Dennis	<i>Orleans</i>
West Falmouth	<i>Falmouth</i>
West Groton	<i>Gardner-Fitchburg</i>
West Harwich	<i>Orleans</i>
West Hatfield	<i>Northampton</i>
West Hyannisport	<i>Barnstable</i>
West Medford	<i>Malden</i>
West Newbury	<i>Haverhill</i>
West Roxbury	<i>Boston</i>
West Springfield	<i>Westfield</i>
West Stockbridge	<i>Pittsfield</i>
West Tisbury	<i>Oak Bluffs</i>
West Upton	<i>Framingham</i>
West Wareham	<i>Wareham</i>
West Warren	<i>Southbridge</i>
West Yarmouth	<i>Barnstable</i>
Westborough	<i>Framingham</i>
Westfield	<i>Westfield</i>
Westford	<i>Lowell</i>
Westhampton	<i>Northampton</i>
Westminster	<i>Gardner-Fitchburg</i>



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Your Town	Service Area
Weston	<i>Waltham</i>
Westport	<i>Fall River</i>
Westport Point	<i>Fall River</i>
Westwood	<i>Quincy</i>
Weymouth	<i>Quincy</i>
Whately	<i>Northampton</i>
Wheelwright	<i>Athol</i>
White Horse Beach	<i>Plymouth</i>
Whitinsville	<i>Framingham</i>
Whitman	<i>Brockton</i>
Wilbraham	<i>Springfield</i>
Wilkinsonville	<i>Framingham</i>
Williamsburg	<i>Northampton</i>
Williamstown	<i>Adams</i>
Wilmington	<i>Woburn</i>
Winchendon	<i>Gardner-Fitchburg</i>
Winchendon Springs	<i>Gardner-Fitchburg</i>
Winchester	<i>Woburn</i>
Windsor	<i>Adams</i>
Winthrop	<i>Revere</i>
Woburn	<i>Woburn</i>
Woods Hole	<i>Falmouth</i>
Woodville	<i>Framingham</i>
Worcester	<i>Worcester</i>
Woronoco	<i>Westfield</i>
Worthington	<i>Northampton</i>
Wrentham	<i>Framingham</i>
Yarmouth	<i>Barnstable</i>
Yarmouth Port	<i>Barnstable</i>



Questions?

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